

**PRESS RELEASE****INTESA SANPAOLO PUBLISHES THE “2020 CONSOLIDATED NON-FINANCIAL STATEMENT”**

Turin/Milan, 1 April 2021 – Intesa Sanpaolo announces it has published the "2020 Consolidated Non-Financial Statement", a structured and organic document that reports, including through a set of quantitative indicators, the ESG (environmental, social, governance) performances and the results achieved by the Group in 2020.

Even during an extraordinarily complex year and in keeping with the commitments undertaken in its 2018-2021 Business Plan, the Intesa Sanpaolo Group continues to be a point of reference in social, cultural, and environmental sustainability.

During the year, the ESG Control Room was formed to support the Steering Committee with the appointment of Sustainability Managers for each Area and Division to strengthen the Group's strategic proposition and to coordinate all sustainability initiatives.

In 2020, Intesa Sanpaolo was at the forefront in supporting the country during the health, economic and social crisis as a result of it being one of the most solid and profitable European banks and through its ability to generate benefits for all stakeholders.

Key achievements in 2020 of the Group's commitment to sustainability include:

- new, high social impact loans increased tenfold to € 37.2 billion (of which € 31.9 billion in financing to support households and businesses in the face of the COVID-19 emergency); € 40.3 billion with UBI – compared to € 3.8 billion in 2019, out of a total of € 87 billion disbursed;
- the leading lender to the social economy: more than € 470 million to the non-profit sector – € 522 million with UBI – (€ 205 million in 2019);
- about 3,000 new hires worldwide – about 800 in Italy, despite the difficult environment;
- increasing Net Promoter Score, which measures service quality and customer satisfaction, higher scores from the non-profit sector;
- market leader in sustainable investments: SRI market share in Italy of ~23% (30.4% with UBI) in terms of assets under management, with a significant increase in net inflows to € 8.4 billion (over € 9 billion including UBI) compared to ~€ 2 billion in 2019;
- leader in terms of its digital offering: ranked among the leaders in Europe in terms of mobile app functionality, 10.3 million multichannel customers (12.4 million with UBI), 60% of assets digitised, sales of over 2 million products using digital channels (+182% compared to 2019);
- acceleration of the environmental transition: over € 2.5 billion (~€2.8 billion with UBI) in financing for the Green and Circular Economy (~€2.2 billion in 2019); significant reduction of 13.1% in the Group's CO2 emissions compared to 2019 – down approximately 60% since 2008;
- doubled the monetary contribution for health, social and culture to the community to € 184 million (€ 187 million with UBI) compared to € 86 million in 2019;

All the initiatives undertaken are proof of the Group's contribution towards generating positive change at a global level through a commitment which, considering the lending to support households and businesses and investments, extends to all the Sustainable Development Goals set by the UN 2030 Agenda. The Group's efforts focus on 12 of these goals: 1. End poverty; 3. Ensure healthy lives and well-being; 4. Ensure quality education; 5. Achieve gender equality; 7. Ensure access to clean and affordable energy; 8. Promote decent work and sustainable economic growth; 9. Promote industry, innovation and infrastructure; 10. Reduce inequality; 11. Ensure cities and communities are sustainable; 12. Ensure sustainable consumption and production; 13. Combat climate change; 16. Promote peace, justice and strong institutions.

## *Press information*

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### **Intesa Sanpaolo**

Intesa Sanpaolo is the leading Bank in Italy and one of the soundest and most profitable banks in Europe. It offers commercial, corporate investment banking, asset management and insurance services. The Intesa Sanpaolo Group has approximately 14.6 million customers in Italy who are assisted through both digital and traditional channels and 7.2 million customers abroad with subsidiaries operating in commercial banking in 12 countries in Central Eastern Europe and Middle Eastern and North African areas and an international network of specialists in support of corporate customers across 26 countries. Intesa Sanpaolo is recognized as one of the most sustainable banks in the world. For the Group, creating value means being a driver for growth, for the benefit of both society and the economy. As regards the environment, the Group has set up a 6-billion-euro fund for the circular economy. Intesa Sanpaolo supports major economic inclusion and poverty reduction projects, including an impact fund of 1.5 billion euro for loans available to social groups who struggle to access credit. Intesa Sanpaolo has a high level of involvement in cultural initiatives, organised by the Bank or in collaboration with other entities in Italy and further afield. These include permanent and temporary exhibitions showcasing the Bank's impressive artistic heritage at the Gallerie d'Italia, the Group's museums located in Milan, Naples, Vicenza and soon Turin.

Web site: [group.intesasanpaolo.com](https://group.intesasanpaolo.com) | News: <https://group.intesasanpaolo.com/en/newsroom/news> | Twitter: @intesasanpaolo | Facebook: @intesasanpaolo | LinkedIn: <https://www.linkedin.com/company/intesa-sanpaolo> | Instagram: @intesasanpaolo

## **INTESA SANPAOLO'S COMMITMENT TO ENVIRONMENTAL AND SOCIAL SUSTAINABILITY**

Intesa Sanpaolo has always focused on sustainability, a commitment that was reaffirmed in the 2018-2021 Business Plan and that has earned the Group several awards, among which inclusion in numerous sustainability indices: it is the only Italian bank included in the Dow Jones Sustainability Indices and in the "2021 Global 100 Most Sustainable Corporations in the World Index" by Corporate Knights; it ranks first among European banks in three of the main international ESG assessments – MSCI, Sustainalytics and Bloomberg ESG Disclosure Score; Intesa Sanpaolo is also included in the Bloomberg Gender-Equality Index (GEI), scoring well above the average for the global financial sector and Italian companies in 2021, and is the only Italian bank to be included in Refinitiv's Diversity & Inclusion Index, which selects the 100 best listed companies in the world for diversity and inclusion.

**Environmental sustainability**

The Group's commitment to environmental sustainability has meant that measures to limit its CO2 emissions (-60% since 2008) have continued thanks to a multi-year action plan, and Intesa Sanpaolo's ongoing offer of green financial products and services, with funding of approximately 2.5 billion euro put towards supporting the Green Economy and Circular Economy. In June 2017, it was the first Italian bank to issue a green bond, for a total amount of 500 million euro, for the financing of projects particularly focused on renewable energy and energy efficiency. The proceeds from the Green Bond have funded 76 projects with an annual savings of approximately 460,000 tonnes of CO2 emissions, equal to more than 2.8 million roundtrip journeys between Milan and Rome by plane (Green Bond Report 2020). Intesa Sanpaolo, in close partnership with the Ellen MacArthur Foundation for the Circular Economy, has also established a 6-billion-euro fund and, together with Fondazione Cariplo, launched the very first circular economy lab in Italy. Furthermore, in 2018, the Eurizon Absolute Green Bonds Fund was launched, the first financial instrument to be set up by an Italian asset manager specialising in global bond markets that enables funding to be provided for environmental projects. In November 2019, Intesa Sanpaolo successfully completed the placement of its first Sustainability Bond of 750 million euro intended to support the loans granted by the Bank as part of the 6-billion-euro fund for the circular economy. In addition, a Green Bond amounting to € 1.25 billion was issued in March 2021, the proceeds of which will cover green loans granted for the construction or purchase of energy-efficient buildings.

**Social sustainability**

During 2020, the Intesa Sanpaolo Group disbursed over 37 billion euro in new loans for high social impact activities (42.5% of total new loans), 32 billion of which to support the production system during the health emergency, helping to create business and employment opportunities, as well as assisting people in difficulty through various means: micro-credit, anti-usury loans, products and services designed for non-profit associations and organisations, products and services dedicated to the most vulnerable social categories to encourage their financial inclusion, and support loans for people affected by disasters. Intesa Sanpaolo has long recognised the importance of serving non-profit organisations, and in 2020 provided the sector with over 470 million euro in new loans, doubling its commitment from 205 million euro in 2019. Thanks to the Fund for Impact, loans of approximately 1.5 billion euro for groups struggling to access credit will be disbursed. The first initiative revolved around the "per Merito" loan for students living in Italy, that seeks to structurally provide greater access to Italian and international universities, with no need for guarantors. Loans for 90.6 million euro have been disbursed thus far (at 31 December 2020). Two new initiatives were launched in 2020: *mamma@work*, a highly subsidised loan to help families balance motherhood and employment in the early years of their children's lives, and *XME StudioStation*, to help families with purchases related to distance learning (€1.2 million disbursed in 2020).

Among the measures taken in response to the Covid-19 emergency, donations of 120 million euro from Intesa Sanpaolo – including those based on the waiver by the Managing Director and CEO and 21 top managers of approximately 6 million euro in bonuses from the 2019 Incentive System – to reinforce Italy's National Health Service through the Department of Civil Protection benefited 16 hospital facilities and two Covid-19 Emergency Centres, resulting in the construction of 36 new wards and 500 beds, primarily in intensive and sub-intensive care.

In 2020, the Intesa Sanpaolo Charity Fund run by the Chairman donated 16 million euro to support non-profit projects. Over 1 million euro has been earmarked for scientific research to combat COVID-19.

A strong commitment to philanthropy to support those facing hardship is key to Italy's growth. The philanthropic goal became a reality in 2020, with collaboration agreements established with institutions and associations, that are often partners with the Bank, in order to set out medium- and long-term social solidarity projects that have made it possible to provide over 17 million meals, beds, medicines and clothes to people in need since 2018.